

234927  
99-468.C

**Duke, Daphne**

---

**From:** Gallagher, Ryan [Ryan.Gallagher@CenturyLink.com]  
**Sent:** Monday, January 30, 2012 11:15 AM  
**To:** Gallagher, Ryan; CLECreport  
**Cc:** Stove, Terry D  
**Subject:** RE: Qwest 4Q 2011 Service Quality Report  
**Attachments:** CLEC Service Quality Quarterly Report Filing 201201.doc

Please see attached file for Qwest Communication Company, L.L.C. d/b/a/ CenturyLink 4Q 2011 Service Quality results.

If you have any questions, please feel free to contact me.

Thank you,

**Ryan P. Gallagher**

REGULATORY OPERATIONS MANAGER

Office: 303-992-5843

Cell: 720-254-7301



"This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments."

RECEIVED

FBI  
MAIL / DIVISION



Ryan P. Gallagher  
Manager Regulatory Reporting  
1801 California St 10<sup>th</sup> Floor  
Denver, CO 80202

January 30, 2012

Public Service Commission of South Carolina  
Saluda Building  
101 Executive Center Dr.  
Columbia, SC 29210  
[webmaster@psc.state.sc.us](mailto:webmaster@psc.state.sc.us)

**SUBJECT: SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**

Dear Commission,

The purpose of this letter is to submit for filing the enclosed SCPSC CLEC Quarterly Service Quality Report 4Q2011 for Qwest Communications Company, LLC (“Qwest”) d/b/a/ CenturyLink pursuant to S.C. Code Regs. 103-618 and S.C. Code Regs. 103-619.

Confidential and proprietary treatment of reports submitted pursuant S.C. Code Regs. 103-618 and S.C. Code Regs. 103-619 was granted pursuant to Order No. 2007-807 issued in Docket No. 2007-375-C on November 14, 2007. Therefore, Qwest requests confidential and proprietary treatment of the enclosed report.

If you have any questions, please feel free to contact the undersigned at 303 992 5843.

Sincerely,

A handwritten signature in black ink, appearing to read "RPG".

Ryan P. Gallagher  
Manager Regulatory Reporting

Enclosures

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA OPERATIONS**

COMPANY NAME  
QUARTER / YEAR

Qwest Communications Co. LLC  
\_\_\_\_ 4th \_\_\_\_ / \_\_\_\_ 2011 \_\_\_\_

	Month:	____ Oct ____	____ Nov ____	____ Dec ____
Number of Customer Access Lines		____ 0 ____	____ 0 ____	____ 0 ____
Trouble Reports / Access Line (%)		____ 0% ____	____ 0% ____	____ 0% ____
Customer Out of Service Clearing Times (%)		____ n/a ____	____ n/a ____	____ n/a ____
New Installs Completed w/in 5 Days (%)		____ n/a ____	____ n/a ____	____ n/a ____
Commitments Fulfilled (%)		____ n/a ____	____ n/a ____	____ n/a ____

Comments / Explanations: \_\_\_\_\_

Person Making Report / Contact Information: Ryan P. Gallagher \_\_\_\_\_  
Ryan.Gallagher@CenturyLink.com      303 992 5843 \_\_\_\_\_